


CITY OF KENT

Water Quality Report

2011



PWS ID 381501



**Water
sustains
all.**

Continuing Our Commitment to You

The City of Kent proudly presents our annual Water Quality Report. This edition summarizes the water quality testing completed from **January through December 2011**. We are pleased to tell you that our compliance with state and federal drinking water laws remains exemplary. This report is provided to you to comply with federal and state drinking water regulations. All community water systems must provide a Consumer Confidence

Report to their customers and the State Office of Drinking Water by July 1 of each year. The purpose of this report is to provide you, the consumer, with a summary of where your water comes from and how safe your water was during the previous operational year (2011). We continue our commitment to **delivering the highest quality drinking water**. To that end, we remain vigilant in meeting the challenges of water

source protection, conservation, and community education while continuing to serve the needs of all water users in a fiscally responsible manner. **For more information** about this report, or for any questions related to drinking water, please contact our Water Quality Division at **253.856.5600**. You may also contact the Washington State Department of Health, Division of Drinking Water at **253.395.6750**.

Working Hard for You

To ensure that tap water is safe to drink, the U. S. Environmental Protection Agency (EPA) regulates the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

The sources of drinking water (for both tap and bottled) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material. It can also pick up substances resulting from the presence of animals or human activity.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the **EPA's Safe Drinking Water Hotline** at **1.800.426.4791**.

The City of Kent employs professionals certified by the Washington State Department of Health to pump, treat, store and distribute your drinking water. For more information on the Washington State Department of Health Operator Certification Program, visit **doh.wa.gov** or call **1.800.525.2536**





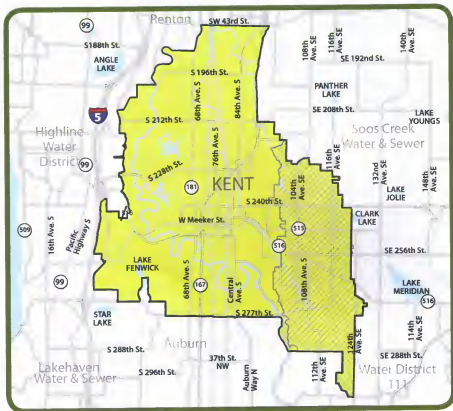
Kent's Water Sources

The City's water supplies are classified as groundwater, meaning they do not come from a lake or stream, but come instead from either a spring or well drilled into an underground aquifer (a natural underground water reservoir).

To provide for future growth and system demands, the City has partnered with Tacoma, Covington Water District and Lakehaven Utility District to obtain water from the Regional Water Supply System.

Kent has several interties linking our water system with neighboring purveyors to provide emergency service among water purveyors. Purveyors include the Cities of Auburn, Renton, Tacoma and Tukwila as well as Water District #111, Highline Water District and Soos Creek Water & Sewer District.

Customers may notice slight variations in the water composition due to the operation of these various sources and interties, but these water districts must meet the same rigorous standards as the City of Kent.



City of Kent Water Service Area

 Shaded area indicates the portion of Kent's water system influenced by Tacoma's water supply in 2011. **Water quality monitoring results provided in this report include Tacoma's water quality in our system.** For more information on Tacoma Water, visit mytpu.org/tacomawater/water-quality.

How is My Water Treated and Purified?

Chemical feed calibration



The primary treatment methods for water supplied to Kent customers are chlorination, fluoridation and pH adjustment.

• **Chlorine** is used for disinfection of the water supply. Chlorine kills germs and microorganisms that may be in the water supply, and acts as a protective barrier from any recontamination while water is in the distribution system. The average level of free available chlorine in your drinking water is 0.8 parts per million (ppm).

• **Sodium Fluoride** is added to the water supply to aid in the prevention

of tooth decay. Fluoride levels are maintained at an average of 0.8 ppm.

• **Sodium Hydroxide** is added to the water supply to raise pH levels. pH levels (a measurement of acidity) are adjusted to make the water less corrosive on plumbing and reduce the amount of lead and copper that can dissolve into drinking water.

The City of Kent also obtains water from the City of Tacoma. Tacoma's water supply is surface water coming from the Green River in Southeast King County. It is also disinfected with chlorine, fluoridated and the pH is adjusted with sodium hydroxide, just as Kent's is. In addition, Tacoma uses ozone to control taste and odor aesthetics. Water quality reporting in this report include Tacoma's water quality in our system.

For more information on Tacoma water, visit mytpu.org/tacomawater/water-quality

Partners in Water Supply

Beginning in 2014, a new federal surface water rule from the EPA requires Tacoma Water to treat its Green River water supply for cryptosporidium (crypto), a naturally occurring organism found in lakes and rivers. This is important because as partners with Tacoma in the Regional Water Supply System (which gives Kent water supply for our current needs and also for future growth) we share in their costs associated with operations and maintenance of producing drinking water. Although crypto levels are believed to be very low in the Green River supply, the new federal regulation will require Tacoma Water to treat for these organisms.

To meet these new treatment requirements, Tacoma will construct a 160 million gallon per day water filtration plant. Design is near completion, and construction will begin in 2012 with substantial completion expected in late 2014. Besides

meeting the requirements for crypto removal, filtration has other benefits. Filtration will improve taste, reduce the amount of silt and sand entering the pipe system and reduce natural organic material found in water which helps reduce disinfection byproducts.

It is estimated that the City's share of this project will be \$20-25 million dollars, or 11% of the total cost.

For more information regarding Tacoma Water's treatment project, visit mytpu.org/tacomawater/

Conceptual design, Tacoma Green River Filtration Facility



Protecting Our Groundwater

Wellhead protection monitoring



Several of the aquifers which supply Kent's water are shallow and receive most of their water fairly rapidly through infiltration—rainfall trickling through the ground into the aquifer. These shallow aquifers can recharge within a month or two of when fall rains begin. Because of this, the aquifers are susceptible to contamination from above ground activities that might leak contaminants through the ground to the aquifer.

To ensure Kent's groundwater is protected, a **Wellhead Protection Program** was put into place in 1996. The program ensures our groundwater sources are regularly monitored to provide a safe water supply. By monitoring how the water flows underground and where potential sources of contaminants are located, we can keep track of possible sources of contamination and

be better prepared to respond in case of an emergency or contamination.

Growth has the potential to impact groundwater resources by creating impervious surfaces which concentrate pollutants and decrease aquifer recharge. Growth also leads to additional pesticide and fertilizer applications which could impact water quality and quantity. As growth continues, the City reviews land use applications to ensure development will not have an impact on groundwater resources. New developments are being encouraged to maintain a no-net-loss in aquifer recharge.

For more information on the Wellhead Protection Program, contact Kelly Peterson, Environmental Conservation Supervisor, at 253.856.5547.

Integrated Pest Management (IPM) provides alternatives for farmers, golf course managers, parks departments, school districts, public works crews and homeowners to help control nuisance plants and insects. Alternatives in IPM are provided to decrease environmental impacts and help protect groundwater resources. For example, instead of spraying an entire playfield for weeds; spot spraying might be used, which could potentially save money, and reduce the amount of herbicide sprayed on a field.

Unwanted Medicine Return Program

Pharmaceuticals and personal care products, known as PPCPs, are a group of compounds consisting of human and veterinary drugs (prescription or over the counter) and consumer products, such as perfumes, lotions, sun-screens, house cleaning products, and others. These compounds have been detected in trace amounts in surface water, drinking water and wastewater sampling conducted in both Europe and the United States.

Pharmaceuticals enter the water when they are flushed down toilets and put into sinks, thrown into the garbage, or when humans or animals pass drugs through their bodies. Excretion of medicines (that pass through our bodies) is the largest source of the pollution, and is more difficult to prevent from entering sewage or septic tanks.

To date, scientists have found no evidence of adverse human health effects from PPCPs in the environment. However, the EPA is committed to investigating PPCPs and developing strategies to make sure the health of both the environment and the public is protected.

You can help keep pharmaceutical chemicals out of water by returning unwanted medicines, through a local pilot program, to any Group Health Pharmacy location in Washington State. Locally, Group Health Cooperative, Kent Medical Center Pharmacy accepts unwanted medicines. Call **425.251.4070** for more information.

If you have other questions about disposing of unwanted medicines visit **MedicineReturn.com**. For more information about PPCPs in water, visit **epa.gov/ppcp**.

Water Use Efficiency Goals

In 2003, the Washington State Legislature passed the Municipal Water Law (MWL), to address the increasing demand on our state's water resources. The law established that all municipal water suppliers must use water more efficiently in exchange for water right certainty and flexibility to help them meet future demand. The Legislature directed the Department of Health to adopt an enforceable Water Use Efficiency (WUE) program, which became effective in January 2007.

The goal of the City's WUE program is to contribute to long-term water supply reliability and public health protection, promote good stewardship of our water resources, and ensure efficient operation and management of our water system.

These requirements emphasize the importance of measuring water usage and evaluating the effectiveness of our WUE program. One of the fundamental elements the City will address in this program is goal setting and performance reporting. The City adopted two (2) Water Use Efficiency Goals in December 2007 after receiving public comment. The first goal is to reduce water used by public agencies in Kent's water service area between June and August by 0.5% each

year, with a total reduction goal of 3% over the next 6-year period. The second goal is to maintain water loss at less than 6% per year (Municipal Water Law standard is 10%). Water loss (Unaccounted for water) is an inherent element of water system management which can never be eliminated entirely due to meter inaccuracies, water theft and undetected system leakage.

The City exceeded its goal of a 0.5% reduction in water use by public agencies, achieving a reduction of 1.5% in 2011 over the same 3-month period in 2010. Our emphasis was on outdoor use, and a 73% reduction was realized in this category. From 2007 to 2011, water use by public agencies was reduced by 52%. Other factors, including the economy, weather, and our customer-wide water conservation program have influenced these water savings.

The City also met its goal of maintaining 6% or less lost water for the year, with a 3.4% distribution system leakage percent achieved.

To view the entire 2011 Water Use Efficiency Annual Performance Report, visit our website at KentWA.gov



DID YOU KNOW

At 1 drip per second, a faucet can leak 3,000 gallons per year?

A running toilet can waste up to 200 gallons of water per day!

Conservation Tips

Water conservation measures are an important step in protecting our water supply. Not only do they conserve water, but can also save money by reducing your water bill.

To conserve water inside your home:

- Fix leaking faucets, pipes, and toilets or replace them with water-saving devices.
- Wash only full loads of dishes or laundry; do not use the toilet for trash disposal. Take shorter showers and don't let the water run while shaving or brushing teeth.

Conserving outdoors:

- Water the lawn and garden in the morning or evening, only as needed. Use mulch around plants and shrubs.
- Repair leaks in faucets and hoses and use water-saving nozzles. Wash your car using water from a bucket, and save the hose for rinsing.

For more information, contact Gina Hungerford, Conservation Specialist, at 258.856.5549, or visit wateruseitwisely.com or epa.gov/watersense

Maintaining our Investment, Preparing for the Future

In our efforts to provide water system reliability, maintain water system integrity and protect public health, the City continues to move forward on a variety of projects. **Key accomplishments in 2011 included:**

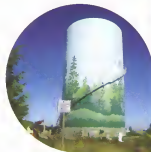
- Finalized construction, and placed in service, a 4 million gallon reservoir on Kent's East Hill to be part of a new 640 Pressure Zone to improve pressure for those areas that have lower pressure.
- Installed 5 new water sample stations in the distribution system
- Identified and mitigated a number of high hazard cross connections created by customers in the distribution system to prevent possible contamination
- Continued working with Tacoma Water and our Regional Water Supply System (RWSS) partners on the design and construction of a 160 million gallons per-day water filtration plant on the Green River
- Began construction on our Guiberson Corrosion Control facility to meet the requirements of EPA's Lead and Copper rule
- Our Habitat Conservation Plan was formalized with US Fish and Wildlife and the National Marine Fisheries Service for our Clark Springs source. Clark Springs provides a significant portion of our water supply. Planning for mitigation and protection of the Lower Rock Creek drainage is underway as part of this agreement

The Water Division remains vigilant in finding ways to use new technologies to improve processes and protect the water supply. The Water Division continues implementation of a system-wide water main cleaning, unidirectional flushing, valve exercise and water service line/water main replacement program, as well as other related maintenance to improve water quality and system reliability.

2012 and beyond

This year will see many new system improvement projects, such as:

- Begin design for replacement of the 75 year old Guiberson Reservoir which supplies water to our South Valley 240 Pressure Zone and West Hill area.
- Continuation of our work with Tacoma Water and our partners on design and construction of the Green River Filtration Facility for the RWSS
- Continue with implementation of the new 640 Pressure Zone pumping and piping improvements, to increase pressure in our upper 590 Pressure Zone on the East Hill



L to R: New 640 tank, New Guiberson Corrosion Facility, Environmental partnership (HCP agreement).



- Planned replacement of water mains
- Design and construction of a replacement pump station that feeds our West Hill area
- Continued seismic improvements to facility piping, valves, and reservoirs in our system
- Design and construction of seismic improvements for water main bridge crossings
- Contingency planning and development of a mitigation plan for the Landsburg Mt threat which has the potential to contaminate our Clark Springs source
- Design and construction repairs of leaks in our 24" Kent Springs transmission main

Water System Protection: Cross Connection Control

What is "backflow"?

It's just what it sounds like; the water is flowing in the opposite direction from its normal flow. With the direction of flow reversed due to a change in pressures, backflow can allow contaminants to enter the drinking water system through cross connections.

What is a "cross connection"?

A cross connection is a permanent or temporary piping arrangement which can allow the drinking water to be contaminated by a non-potable source if a backflow condition occurs.

The City of Kent has an ongoing Cross Connection Control Program to help ensure that we maintain high water quality. Our goal is to protect your drinking water from various forms of contamination that may come from non-potable (not safe to drink) sources. This is accomplished by using backflow prevention assemblies. These assemblies vary in size, shape, value and location; however they all prevent backflow conditions.

To learn more about cross connection control, backflow prevention, or backflow assembly testing, contact our Cross Connection Control Staff at **253.856.5000**. For a list of Washington State Department of Health approved backflow assembly testers, visit instruction.greenriver.edu/wacertservices

The following areas raise concerns for backflow prevention:

- Wash basins and service sinks
- Hose bibs (garden hose faucets)
- Lawn irrigation systems
- Auxiliary water supplies
- Laboratory and aspirator equipment
- Processing tanks
- Boilers
- Water recirculation systems
- Swimming pools
- Solar heat systems
- Fire sprinkler systems
- Hazardous chemicals or biological processes



Example of a potential cross connection



Did You Know?

If you drink your daily recommended 8 glasses of water per day from the tap, it will cost you about \$0.50 per year. If you choose to drink bottled water, it can cost up to \$1,400 per year.

More than 25% of bottled water comes from a municipal water supply, the same place that tap water comes from.



Monitoring Results

Over the past year we have taken thousands of water samples in order to determine the presence of any radioactive, biological, inorganic, volatile organic or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The State requires us to monitor for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES		Unit	Year Sampled	MCL (Maximum amount allowed)	MCLG (Ideal amount or less)	Concentration in sample		Compliance	Major Sources
Substances	*					Maximum Result	Sample Range		
EPA REGULATED									
Chlorine	ppm	2011	MRDLG=4	na	1.7 ppm	0.2–1.7 ppm	Yes		Water additive used to control microbes
Haloacetic Acids (HAAs)	ppb	2011	60 ppb	na	18.3 ppb	<1.1–18.3 ppb	Yes		By-product of drinking water disinfection
Nitrate	ppm	2011	10 ppm	10 ppm	1.5 ppm	<0.2–1.5 ppm	Yes		Runoff from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
TTHMs (Total Trihalomethanes)	ppb	2011	80 ppb	na	13.8 ppb	2.4–13.8 ppb	Yes		By-product of drinking water disinfection
Radium 228	pCi/L	2010	5 pCi/L	0	1.29 pCi/L	<1.0–1.29 pCi/L	Yes		Erosion of natural deposits
Gross Beta Particles	pCi/L	2010	50 pCi/L	0	7.98 pCi/L	<3.0–7.98 pCi/L	Yes		Decay of natural & man-made deposits
EPA REGULATED (Secondary)									
Iron	ppm	2011	0.3 ppm	na	0.093** ppm	0.093** ppm	Yes		Erosion of natural deposits
Manganese	ppm	2011	0.05 ppm	na	0.07** ppm	0–0.07** ppm	Yes		Erosion of natural deposits
DOH (State) REGULATED									
Fluoride	ppm	2011	4 ppm	2 ppm	1.10 ppm	0.12–1.10 ppm	Yes		Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Turbidity	ntu	2011	not regulated	not regulated	1.10 ntu	0.12–1.10 ntu	Yes		Silt runoff/pipe sediments and minerals
MICROBIAL STANDARDS IN DISTRIBUTION SYSTEM									
Total Coliform	na	2011	<5% positive	0	0%	0%	Yes		Sampling Technique; Coliforms are naturally present in the environment
UNREGULATED									
Sodium	ppm	2011	not required	na	15.0 ppm	6.0–15.0 ppm	na		Erosion of natural deposits
Hardness	ppm	2011	not required	na	58.0 ppm	19.0–58.0 ppm	na		Erosion of natural deposits

**Tacoma Supply Only



Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. People with compromised immune systems such as people with cancer, patients undergoing chemotherapy, organ transplant recipients, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. **EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available by calling the EPA's Safe Drinking Water Hotline at 1.800.426.4791.**

*** Table Definitions:** **MCL (Maximum Contaminant Level):** The highest level of a substance that is allowed in drinking water. **MCLG (Maximum Contaminant Level Goal):** The level of a substance in drinking water below which there is no known or expected risk to health. **MRDL (Maximum Residual Disinfectant Level):** The highest level of a disinfectant allowed in drinking water. **MFL: Million fibers per liter (>10 micrometers).** **MRDLG (Maximum Residual Disinfectant Level Goal):** The level of a drinking water disinfectant below which there is no known or expected risk to health. **NA: Not applicable.** **NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of water. **pCi/L (Picocuries per Liter):** Unit of measurement used for radiological contaminants. **ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter). **ppm (parts per million):** One part substance per million parts water (or milligrams per liter). **TT (Treatment Technique):** A process to reduce the level of a substance in drinking water.

SUBSTANCES THAT MAY BE PRESENT IN DRINKING WATER INCLUDE:

- Microbial contaminants, such as viruses and bacteria, which may come from septic systems, agricultural livestock operations and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production. They can also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities. Radon is a radioactive gas that you can't see, taste, or smell. It is found throughout the U.S. Radon can move up through the ground and into a home through cracks and holes in the foundation.

Lead and Copper Monitoring

Tap water samples were collected for lead and copper analyses from 40 homes throughout the service area in 2009. These samples are collected every 3 years as required by the Department of Health, and will be collected again in 2012.

Substance	Unit	Year Sampled	AL	MCLG	Amount Detected (90%)	No. Of Homes Above AL	Compliance
Copper	ppm	2009	1.3 ppm	1.3 ppm	0.80 ppm	0	Yes
	Major Sources of Copper: Corrosion of some household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives						
Lead	ppm	2009	0.015 ppm	0	0.004 ppm	1	Yes
	Major Sources of Lead: Corrosion of some household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives						

Table Definitions:

AL (Action Level): The concentration of a substance which triggers treatment or other requirements which a water system must follow.

MCLG (Maximum Contaminant Level Goal): The level of a substance in drinking water below which there is no known or expected risk to health.

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

Lead: In Washington State, lead in drinking water comes primarily from materials and components used in household plumbing. The more time water has been sitting in pipes, the more dissolved metals, such as lead, it may contain. Elevated levels of lead can cause serious health problems, especially in pregnant women and young children.

To help reduce potential exposure to lead: for any drinking water tap that has not been used for 6-hours or more, flush water through the tap until the water is noticeably colder before using for drinking or cooking. You can use the flushed water for watering plants, washing dishes, or general cleaning. Only use water from the cold-water tap for drinking, cooking, and especially for making baby formula. Hot water is likely to contain higher levels of lead. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water is available from the EPA's Safe Drinking Water Hotline at 1.800.426.4791 or online at www.epa.gov/safewater/lead.

Frequently Asked Questions

Why is my water pressure low?

Kent's water system pressure zones were established more than 25 years ago and system pressures have not changed since that time. If your pressure seems lower now than in the past you could be experiencing internal plumbing issues related to corrosion of galvanized pipes in your household (usually in older homes), or a pressure reducing valve on your plumbing could be bad or out of adjustment. Another possible cause is that your home may be located in an area of higher elevation in our Kent East Hill 590 pressure zone. Last year a new reservoir was constructed as part of the first step to create a new pressure zone (640 Zone) to increase water pressure for those areas. Design is underway now for pumping and piping improvements to complete the new pressure zone.

Why can't you just email us copies of this report?

Improving delivery of consumer confidence reports (CCR's) has been identified as an element for regulatory review by the EPA. Optimizing CCR delivery, including potential email delivery, is a topic in both the legislative and regulatory fields. The Safe Drinking Water Act requires the delivery of CCR's, but there is on-going debate about what constitutes "delivery" and whether various forms of electronic communication qualify. Until the rules or language changes, you will continue to receive this report by mail. An electronic copy is available at KentWA.gov.

Is it possible my water meter is registering higher amounts than I'm actually using?

No. Water meters wear over time, and under read, but do not over read. Usage is tracked, and if an issue is detected, it is investigated and remedied. Residential water service meters have a life span of 15-20 years, range in size from 5/8" to 2", and are replaced as needed. Our larger meters, 3" and up, are inspected, recalibrated, and repaired (when needed) on an annual basis. These larger meters are typically found in apartment buildings, industrial, and production type facilities where larger volumes of water are consumed. If you have a question about your water meter, please contact our Customer Service Department at **253.856.5200**

How do I get my water shut off?

Homeowners and businesses are required by City Code to have a water shut-off valve at their building to use for repairs or plumbing changes. If you do not have one, you are advised to have one installed. In the interim, call Customer Service at **253.856.5200** to request a water shut-off. You may be charged a fee for this service. In no event should you attempt to shut off the water service with the valve at your water meter as both are City property and you will be charged for all damage you cause to the valve or meter.

Kent Water Facts

Sources:

- 16** wells
- 2** springs
- 1** surface (Tacoma Water)

2.498 billion gallons of water produced in 2011

10,251 2011 routine water quality tests performed

Storage:

- 9** water reservoirs
- 23.2** million gallons of storage for peak demand & fire flow

6 pump stations

7 pressure zones

Distribution:

66,235 water system population served

14,154 service connections

280 miles of pipes

8,821 water valves

2,856 fire hydrants

Customer Response Card...Tell Us What You Think!

Address or nearest intersection to your home/business:

Please circle your response.

1. What type of consumer are you?

Business Resident

2. Has the water quality in Kent improved in the last 12 months?

Better Worse No Change

3. How do you rate the quality of Kent's water in regards to the criteria below:

1="Excellent" 2="Acceptable" 3="Poor"

CRITERIA	RATING		
Taste	1	2	3
Odor	1	2	3
Color and Clarity	1	2	3
Water Pressure	1	2	3
Water Pressure Fluctuations	1	2	3

4. How often have you been unable to use your water because of shutdown?

Never Occasionally Frequently
1-2 times/yr 3-5 times/yr

5. Do you feel the information provided in the Water Quality Report was useful?

Not at all Definitely Somewhat

6. Do you have any questions about Kent's water quality?

7. What other information would you like to see in the Water Quality Report?

8. Do you keep an emergency supply of drinking water on hand?

Yes No

9. In order to provide better customer service, please rate the service you received if you had contact with Water Dept. personnel. Service was:

Excellent Acceptable Poor

10. How can we do better?

Thank You for taking the time to complete and return the enclosed "Customer Response Card". It is through these efforts that we are able to address the concerns of our customers. Key findings from cards returned last year:

- 82% thought that the water tasted good or better
- 89% rated the water odor good or better
- 95% rated the color/clarity of the water good or better
- 93% rate their water pressure good or better

The FAQ's in this report were derived from questions returned with last year's response cards. If you have a question or concern regarding your water quality, please contact our Water Quality Section at **253.856.5600**



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 24

KENT WA

POSTAGE WILL BE PAID BY ADDRESSEE

WATER DIVISION
CITY OF KENT PUBLIC WORKS
220 4TH AVE S
KENT WA 98032-9972



For more information...

Public Works

Water Division

253.856.5600

7:30 a.m. – 4:00 p.m.
weekdays

*(For emergencies or general water
questions including water quality,
water leaks or water pressure)*

**For emergencies during
non-working hours &
holidays, dial 911.**

For non-emergencies
that can wait until the
next business day,
leave a message at
253.856.5600, or visit
KentWA.gov and make
a "request for service". A
Water Division employee
will contact you on the
next business day.

www.KentWA.gov

 facebook.com/cityofkent

 [@cityofkent](https://twitter.com/cityofkent)

 youtube.com/kentTV21

City Administration

City Council

253.856.5712

Mayor's Office

253.856.5700

Utility Billing

Questions, Shutoffs

253.856.5200

Permit Center

Plumbing

253.856.5300

Plumbing Permits

253.856.5300

Water Meter Permits

253.856.5300

Planning Services

253.856.545

EPA Hotlines

Safe Drinking Water

1.800.426.4791

Radon

1.800.SOS.RADON

epa.gov/safewater/index.html

waterwiser.org

WA State Dept. of Health

NW Operations

253.395.6750

www.doh.wa.gov/ehp/dw/default.htm



Community Participation

City Council Meetings

253.856.5712

The Council meets on the
1st and 3rd Tuesday of each
month at 7 p.m. Meetings
are held in the Council
Chambers of Kent City Hall,
1220 Fourth Avenue South,
in Kent. Please feel free to
participate—your input is
always welcome!

Public Works Committee

253.856.5500

City Council Public Works
Committee. Meetings are
on the 1st and 3rd Mondays
of every month at 4 p.m.

Kent's Lifeline Program

253.856.5200

Seniors, low income or
disabled residents may
qualify for Kent's Lifeline
Program. The City of Kent
offers reduced rates for
those in need.

This publication is printed on recycled paper and can be recycled.



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City of Kent
Public Works Operations
220 Fourth Avenue South
Kent, WA 98032

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Kent, WA

Si Habla Español

Este informe contiene

información muy importante.

Tradúscalo ó hable con un amigo
quien lo entienda bien.

Це повідомлення містить важливу
інформацію про воду, яку ви п'єте.

Попросіть кого-небудь перекласти вам це
повідомлення або поговоріть з людиною,
яка розуміє його зміст.

ਇਸ ਰੀਪੋਰਟ ਵਿਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਬਾਰੇ ਜ਼ਰੂਰੀ
ਜਾਣਕਾਰੀ ਹੈ। ਕਿਸੇ ਕੋਲੋਂ, ਜਿਸ ਨੂੰ ਸਮਝ ਆਉਂਦੀ ਹੋਵੇ ਇਸ
ਦਾ ਅਨਵਾਦ ਕਰਵਾ ਲਵੋ ਜਾਂ ਕਿਸ ਨਾਲ ਗੱਲ ਕਰੋ।

Translation provided by the
Washington State Department of Health

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